

# HOST VOIP SOLUTION

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## RFP

Macomb/St. Clair Workforce Development Board,  
Inc.

21885 Dunham Rd  
Suite #11  
Clinton Twp, MI 48036

Allan Eisenhauer  
586-469-6685  
[allan.eisenhauer@msc-mw.org](mailto:allan.eisenhauer@msc-mw.org)



# Overview

Macomb / St. Clair Workforce Development Board, Inc (MSCWDB) is requesting proposals for a Hosted VoIP phone system to replace the current cloud based VoIP system.

## Introduction

MSCWDB is committed to be a leader in coordinating and providing quality, comprehensive workforce development, employment, and training services. We are comprised of trained professionals to assist you in the areas of Career Development and Business Development. Our goal is to prepare job seekers for in-demand careers and help employers connect with those job seekers who have the right skills.

MSCWDB oversees the operations of the Michigan Works! Offices in Macomb and St. Clair counties. Presently there are 5 locations including the administration office. Four of the offices are in Macomb County and one office is in St. Clair County. We have about 125 employees that help to make sure the residents of these counties get the best quality of service that can be provided.

## Current VoIP system

Our present system is a 3CX VoIP system that is cloud based. The system consists of about 275 phones (Yealink) between all of the service centers. The current phones are all owned by MSCWDB so if the winning bidder is not able to reuse these phones new phones will need to be added into the bid process.

Phones are primarily all Yealink T43u and T31u. Our conference room phone is a Phoenix Audio MT505 and three MT503 ceiling mounted speaker/microphone and presently is on an ATA adapter, we do also have the network version of the phone if it can be configured to use all aspects on the phone system.

This system will have to be made to work within the new proposed system. Our existing contracts are set to expire the end of September 2025.

## Current Network Configuration

The existing network infrastructure is a Comcast SD-Wan network provided by the current vendor. Comcast has fiber run and installed at all the locations. The offices have Meraki Layer 2 switches that provide PoE to all network nodes. The current routers and SD-WAN devices are provided and managed by the current vendor. The current switches may be changed prior to this contract becoming valid.

The head office has a 500MB connection and each of the service centers have a 200MB connection. A separate RFP is out looking for bids to upgrade our existing network infrastructure and will reference this RFP to make sure that they are aware of what the needs will be. After both bids have been awarded both Vendors, if applicable, will be introduced in order to make sure that upgrade meets or exceeds the minimum requirement of the other.

## Scopes and Specification

The goal is to enhance or replace the current system in its entirety with a hosted VoIP system that meets all of our needs. The system should be easily maintained and operated via web connection. All existing phone equipment is intended on being used within the new environment along with the Phoenix Audion spider conference room phone system. The system should allow us (IT Staff) to make any and all changes to the users and phones without having to call in to have vendor support make these changes on our behalf.

## Required Features

The new system should offer all the features that our staff are familiar with. Below is a list of the required features:

- Complete web based administration
- Detailed billing
- Single monthly detailed invoice (all locations on one bill)
- Local calling
- Long distance

- Voicemail
- Visual and audible Voicemail alerts
- Transfer - attended, unattended, direct to voicemail, Park
- Speakerphone
- Caller ID - internal and external
- Call forwarding
- Dial plans
- Music On Hold (ability to change is needed)
- 3 way calling
- Conference call
- Call history - placed, received, missed
- CDR reporting
- Call recording
- Hunt group / Auto-Attendant / Ring group
- Call Pick Up
- 911 - E911 with office location services
- Last number redial
- Mute option (speaker phone)
- Volume / Ringer level control
- Directory lookup
- Soft phone - PC Interface
- iOS & Android APP
- Backup of user accounts and voicemail
- Mask phones with specific outgoing caller ID number
- Hotel-ling - if needed in the future
- Analog to Digital adapters to transition fax machines to the VoIP network to allow for better positioning of fax equipment - 9 fax machines total

## Optional Features

The features listed below are optional and will not be counted towards or against potential vendors:

- Outlook / Teams integration
- Handoff to cell
- Do Not Disturb
- ADA - hearing aid and TTY compatible if possible
- Ability to cancel services at one office without violating contract terms and or extending it

## Service requirements

- High uptime rating
- Direct contact names and numbers for service and support 8X5X5 with no later than NBD for major issues
- Single contact for account management
- Training for 4 IT members that will be administering the solution
- Turnkey solution
- Printed or electronic materials for staff training
- Warranty must last the length of the service contract

## Vendor Qualifications

The successful vendor must meet the following guidelines:

- ✓ Submit a proposal in accordance with the defined proposal format before the deadline
- ✓ The submitted proposal must contain enough detail and descriptions for the purpose of evaluation by technical and non-technical reviewers
- ✓ Any alterations or deviations of any and all specifications will require a full detailed explanation covering the reason for the change and how the alternative option will satisfy the requirements
- ✓ Provide service plan options and all cost factors associated with the plans
- ✓ Be able to have staff onsite during project as needed
- ✓ If wishing to provide a demo an engineer representing the bidder needs to be present to verify that all requirements can be met

## Proposal Layout

Introduction - Introduce the company(s) that are represented within your proposal. Include team member background, education, years with the company, years in the field and the purpose they will serve on the team.

Proposal Overview - Provide a detailed description of the solution that you are bringing to the table. Include detailed information about any equipment that is being recommended for this project. Optional upgrade, downgrades and or enhancements can be mentioned here.

Implementation Plan - Explain in detail the plan to implement this solution within our agency. Include timeframes including estimated hours / days, for each aspect of the implementation. Include any occurrences where you would need

staff from our side working with your team. Milestones and approvals would be included within this section.

Cost Factors - Detail out the various cost factors associated. Costs per team member should be shown along with estimated hours of involvement. If there are options of lease versus purchase, please include two different cost factor sections.

For the purpose of this quote we will use the quantity of 200-250 phones and about 125 staff members. The number of phones may end up varying by 20% give or take. The length of service agreement that we are looking for is a one year committal with options of renewing for an additional 2nd and or 3rd year.

References - Provide three like project references that would be able to be contacted about the project that they completed with you.

Acceptance Agreement - Attached to this RFP will be Appendix I which must be completed by authorized personnel from your agency.

Time table:

EVENT	DATE - by 5PM EST
Posting of RFP	March 19, 2025
Questions Due	March 28, 2025
Response to Questions	April 4, 2025
Proposal Due	April 17, 2025 - by 4PM
Evaluation of Proposals	April 25, 2025
Winner Selection	April 30, 2025

Proposals and questions can be sent to:

Allan Eisenhauer  
 IT Coordinator / Purchasing Manager  
 586-469-6685  
[allan.eisenhauer@msc-mw.org](mailto:allan.eisenhauer@msc-mw.org)

## Evaluation and Selection

All proposals will be evaluated of the following criteria:

- Overall Cost (Max 40 points)
- Will all the minimum requirements be achieved (Max 30 points)
- Project timeframe (Max 20 points)
- Bid structure (Max 10 points)

MSCWDB's IT department along with additional staff members, if possible, will read over and examine each proposal based off the requirements of this RFP. After each bid is examined, staff will discuss the bid section by section. If any questions should arise, the submitter will be contacted to provide clarification. Each bid will be awarded a maximum of 100 points, weighting is listed above within the criteria.

Once all the bids have been examined and scored the winner will be selected. All submitters will be notified to whether they have been selected as a possible winner.

### General Term and Conditions

MSCWDB reserves the right to reject any and all bids. MSCWDB does not guarantee that the bid will be awarded to any of the RFP submitters. Payment terms are NET 30 from completion unless otherwise agreed upon. MSCWDB will not incur any costs related to the submission of the bid.

Proposals may be modified or withdrawn prior to April 17, 2025 @ 4PM EST. Proposals cannot be changed or withdrawn after the time and date listed above.

# Appendix

## APPENDIX I – Acceptance

I/We, the Undersigned, having examined the RFP and understand all of the conditions contained therein, do hereby affirm the acceptance of the requirements of the RFP. I/We do certify that the information supplied within our Proposal to be true and complete in all aspects. I/We agree to the terms and conditions as listed within the RFP and understand that these conditions will supersede any contracts conditions listed imposed by our Company.

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COMPANY NAME

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AUTHORIZED SIGNATURE

PRINTED NAME

TITLE

---

STREET ADDRESS

---

CITY

STATE

ZIPCODE

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TELEPHONE NUMBER

EMAIL ADDRESS

DATE \_\_\_\_\_

*Signature in the designated space, by an authorized officer of the Contactor company, affirms acceptance of the Request for Proposal requirements set forth in this document, the associated costs attributed to the business arrangement between the Contractor and the Macomb / St. Clair Workforce Development Board, Inc. and hereby certifies that the information supplied in this proposal to be true and complete in all aspects. Terms and conditions listed within this RFP will supersede any and all conditions listed within the Contract companies' internal contract.*

- 1) Are you looking for a new ISP? **As stated in the RFP we are looking for bids to possibly replace our ISP.**
  - a. If not, will you be staying with comcast? **We are not currently with Comcast direct**
- 2) How many switches and routers are you looking to replace? Does Comcast manage your wireless network? **We are not looking to replace any switches under this RFP...I am looking to replace them but that will not be figured into this RFP as I will purchase those from one of my current vendors that deal with network switches. The only equipment that should be part of this RFP is any equipment that is needed to connect our offices to the new fiber service, SD-WAN, and or any hardware needed for web-filtering.**
- 3) What are the objectives you are looking to accomplish?

## Scopes and Specifications

The goal is to upgrade or replace the current system with a solution that offers better speed performance to handle our voice and data traffic. The system should be easily maintained, operated and can report troubles via a web portal. Existing routers and SD-WAN devices are supplied by the current vendor so any new winning bidder would need to replace the existing hardware needed to get the system running.

- 4) Regarding the “Outlook/Teams integration” listed under Optional Features on page 4 of the RFP, could you please specify the type of integration required? For example, are you looking for calendar synchronization, contact syncing, or another functionality? **We only need that integration if the solution you are proposing will be Teams phones...any other VoIP solution the integration isn't needed.**
- 5) Can you please provide the quantities of each of the Yealink models you have and may want to reuse. **We currently have Yealink T43u and T31p.**
- 6) The RFP states that there are about 125 employees/users and about 275 phones. Assuming 125 of the 275 phones are specific to users, what are the additional 150 phones used for. Are these common area phones that can be used by anyone? **As of right now there are about 125-140 staff phones, and the rest are used in general use areas by the general public that we service. Those existing customer lines can dial out but do not accept incoming calls nor do they have voicemail boxes assigned to them.**
- 7) Is it possible to break down phone quantities by location? **For the bases of the bid, I would recommend just using the figures provided. about a year ago we shut down an office and presently we are working on rearranging some offices so I do not have exact numbers at this point. I am hoping by the summer to be able to have all of the office redesigns complete and to know which staff will be moving where, so before the new**

contract is signed the winning vendor will have that information. For the breakdown he is currently what our invoice shows:

- a. Administration - 28 phones
  - b. Clinton Twp Career Center - 53 phones
  - c. Port Huron Career Center - 32 Phones
  - d. Roseville Career Center - 35 phones
  - e. Warren Career Center - 23
  - f. The totals on that invoice do not account for the extra phones that we have in storage (that may be put to use after all my projects are completed), we would still say base the bid off of the numbers in the quote.
- 8) Is there a need to integrate to overhead paging systems, allowing to page from the phone, at any of the locations. We do not have any over head paging systems, but we do have intercom groups within the 3CX phone system that just goes out over the speakers on the phones.
- 9) Are there are any intercom door phones in use at any of the locations? No door phones or intercoms of that nature.
- 10) Are there any other analog connections required besides the Phoenix Audio system? We presently have 5 ATA servicing 9 fax machines between the centers. The Clinton Twp has the Spider phone and one ATA in suite 100 controlling to fax lines and suite 240 has one ATA controlling one fax line.
- 11) I also saw your Network infrastructure RFP that you released. Are you looking to replace your existing network with Comcast? Meaning the DIA circuits, SD-Wan Devices and switches? We are looking for quotes for a system that is comparable to or better than what we currently have. We are fine with Comcast from a reseller, but we will not consider a direct from Comcast bid...if that makes sense lol. From that RFP we are mainly looking for equipment that is required for your solution to connect with our sites...Ceina, SD-WAN, web filtering, etc. The actual switches that we are using are Meraki and I have 2 years left of our licensing agreement but I have been entertaining switching them out if funding is available but that is not part of this RFP....most likely that will be a later project that there may not be an RFP from as I have several vendors that deal with switches.
- 12) So the bandwidth you currently have with Comcast for each location, is that what you want quoted for each location? Yes...200MB at each of the 4 career centers and 500 at the Admin building.

Clinton Twp Career Center  
43630 Hayes Rd,  
Suites 100,240,250  
Clinton Twp, MI 48038

Port Huron Career Center

100 McMorran Blvd  
6<sup>th</sup> Floor  
Port Huron, MI 48060

Roseville Career Center  
15950 12 Mile Rd  
Suite 100  
Roseville, MI 48066

Warren Career Center  
30500 Van Dyke Ave  
4<sup>th</sup> Floor  
Warren, MI 48074

Macomb/St. Clair Workforce Development Board, Inc  
21885 Dunham Rd,  
Suite 11  
Clinton Twp, MI 48036

All of these have dedicated lines leading to the current providers data center where the SD-WAN and web filtering equipment is located.

- 13) Are you part of Michigan Works as a whole, or does each region operate independently?  
So we fall under the Michigan Works umbrella. Michigan Works is then sub-divided into regions, so we administer the Macomb and St. Clair region. I believe there are 12-16 regions in Michigan...some are run by Workforce Development Boards (like us) while others might be run by county or city government entities.
- 14) What is your current 3CX license size (simultaneous calls) ? Currently we have 24 simultaneous calls allowed.
- 15) Would you consider a new 3CX system to replace your current 3CX system? We would consider staying with 3CX no matter the vendor.
- 16) What are the addresses for each location that is going to require service?

Administration  
21885 Dunham Rd  
Suite #11, Clinton Twp, MI 48036

Clinton Twp Career Center  
43630 Hayes Rd  
Suite #100  
Clinton Twp, MI 48038

Port Huron Career Center  
100 McMorran Blvd  
6<sup>th</sup> Floor  
Port Huron, MI 48060

Roseville Career Center  
15950 12 Mile Rd  
Suite #100  
Roseville, MI 48066

Warren Career Center  
30500 Van Dyke Ave  
4<sup>th</sup> Floor  
Warren, MI 48093

- 17) What type of handoff for each service? – Fiber or copper, if fiber then single or multimode? **Currently there is fiber run to the Ciena device...not sure if it is single or multimode**
- 18) Do you want multiple handoffs for HA/Redundancy? – If so, do you want a clone standby port or an aggregate interface handoff? **We are only looking for a single connection at each of the locations.**
- 19) I am assuming that each site is getting an internet connection given that we are doing SDWAN as part of the project, but can you confirm or deny this? **Yes each site will be getting an internet connection. SD-WAN is part of the project as well as web filtering.**
- 20) Are you using another service provider in addition to the primary ISP and SD-WAN provider? **Presently the same provider has the VoIP and ISP contracts.**
- 21) Can you please confirm that the below addresses are correct? **Yes**
- 21885 Dunham Rd, Clinton Twp, MI 48036
  - 43630 Hayes Road, Clinton Township, MI, 48038
  - 100 McMorran Boulevard, Port Huron, MI, 48060
  - 15950 Twelve Mile Road, Roseville, MI, 48066
  - 30500 Van Dyke Avenue, Warren, MI, 48093\
- 22) To clarify, in addition to your primary internet service provider, do you have secondary internet service provider at these locations that would connect to the SD-WAN appliance for redundancy? **No...we only have one connection**
- 23) Please provide the locations and bandwidth needed at each site.  
**Administration**

21885 Dunham Rd  
Suite 11  
Clinton Twp, MI 48036

Clinton Twp Career Center  
43630 Hayes Rd  
Suite 100, 240 and 250  
Clinton Twp, MI 48038

Port Huron Career Center  
100 McMorran Blvd  
6<sup>th</sup> Floor  
Port Huron, MI 48060

Roseville Career Center  
15950 Hayes Rd  
Suite 100  
Roseville, MI 48066

Warren Career Center  
30500 Van Dyke Ave  
4<sup>th</sup> Floor  
Warren, MI 48093

As stated in the RFP we need a min of 200 at the centers with 500 at the administration office.

- 24) Will the Board consider a provider managed solution? **Yes we will consider a managed solution to an extent as some aspects we will require control/access to make changes (Web filtering)**
- 25) Are firewalls needed at each location or is the Board keeping the existing Fortinet firewalls? **The current firewalls are hosted in our current providers data center, so replacements will be needed**
- 26) Are you thinking the RFP will be put out in May or June? **The RFPs are out now**
- 27) Is the desire to renew your 3CX deployment as is? **We have had no problems with the 3CX system so would we entertain renewing our existing 3CX contract or from another vendor.**
- 28) If you are looking to replace 3CX, what is driving the decision to replace (pricing comparison, technical capabilities issues, etc)? **With the RFP that is out we are looking to get bids to verify that we are not wasting taxpayers' dollars.**

- 29) You have 125 employees and 275 phones. How many of the 275 are users with voicemail (contractors, etc)? For the phones only staff and a few select other lines need voicemail capabilities as well as softphones, a majority of the rest only need outgoing capabilities as they are used by the general public.
- 30) For call recording, who will access those recordings (will the individual users review their own recordings or will it be a team lead / supervisor)? Presently we do not have activated call recording and while it is a feature that we would like to have at this time it is not needed...but it would be primarily the IT department that would need access to them as we get the requests from the other staff and then we present it to our director to see if he wishes us to comply.
- 31) Can you confirm your intention is to continue to use existing (end of support) phones versus replace with currently supported models? We are not against replacing the phones but as the primary decision of who we go with will be price based, so companies that can reuse the Yealink phones will have a lesser cost. Currently we have the T43 and T31 (I think in the RFP we called it the T31U but it might actually be the T31P).
- 32) If platform supports enhanced features on different phones, are we cleared to replace the devices with current models? Replacing devices with current models is fine but the cost would have to be line itemed out in the bid proposal as some vendors have stated that they are still able to use the T31.
- 33) Instead of analog adapters for fax machines, is there a desire to replace with a digital fax solution?
- 34) Can you clarify / expand on what you're looking for in the optional feature 'Outlook / Teams integration'? With regards to Outlook/Team integration we put that in there as some other MWA offices have moved to TEAMS phone systems as a cost savings measure where they have decided to not have physical phones on the staff's desks. We are open to suggestion for the both the phone systems as well as the ISP RFP to totally alter what we have if there is significant cost savings.
- 35) How many switches are in scope? No switches are in the scope of the RFP
- 36) How many End devices? Currently we have somewhere between 400-500 devices that connect to the network
- 37) How is MSCWDB utilizing SDWAN today? SD-WAN is provided by our current vendor and housed within their data center
- 38) What SDWAN vendor is Comcast using today? While our current vendor resells comcast ISP I do believe that the SD-WAN might be done thru Fortinet
- 39) What type of media handoff is provided to the current Router/SDWAN appliances? Will this change in the future? Currently it is a fiber to the Ciena device (which is property of our current vendor)

- 40) Is the expectation that MSCWDB would own and manage any new Router/SDWAN solution, or will it need to be managed by the potential VAR and/or OEM? **We are open to any possibility**
- 41) What are the support term expectations? **Support for all equipment should last the life of the contract, so if the contract gets extend to year 2 and or 3 then we would want all equipment to be covered during that time frame**
- 42) Does the SDWAN appliance need to provide firewall capabilities, or can those functions be separate appliances? **Currently it provides both but we are not opposed to each being its own entity**
- 43) Is the Fortinet environment being managed today via 3rd party? **The Fortinet web filtering is hosted within the data center but we do have capabilities of managing it via cloud portal**
- 44) Are there any other pain points besides needing “better speed performance”? **No**
- 45) How is MSCWDB measuring network performance today? **We normally measure network performance based on speed and downtime. Presently we are averaging between 10-30% faster than what we are being billed for and in the past 2.5 years there has only been 3 times we have been down and only once was due to the vendors' hardware in the data center.**
- 46) Are there any network diagrams MSCWDB is willing to share prior to awarding the bid? **We haven't done any in years as internally we do not have a need for them. Presently the connection goes from the provider to a Ciena devices and from there to one of our switches**
- 47) Does monthly billing need to include any ISP costs and contracts? **Yes, monthly billing should include all costs line itemed out.**
- 48) How many ISP connections are at each of the 5 locations? **We only have one connection at each location**
- 49) What ratio of the 125 employees are remote vs in office? **We have about 20 employees that are in the office 5 days a week, 30 are in the office 3 days a week and WFH the other 2 days while the remaining of the staff are in the office 4 days a week with 1 WFH day**
- 50) When employees are in office, is their main connection wired or wireless? **All staff stations are wired connections, with the exception if they are going between offices then they might be on the wireless connection**
- 51) Is the wireless infrastructure in scope for this RFP? **No**

- 52) What are the expected testing criteria for network performance post implementation? **We will be doing the same as we currently are doing to check performance of the existing vendor**
- 53) Will you be accepting bids that would be using 3CX? We are and have been a 3CX dealer for some time and I see that you currently are using this system. **we have not had a problem with 3CX so we are open to their service.**
- 54) Do you have a list of phone numbers that would be used in the system, actually at this point would only need the quantity of the phone numbers that would be needed. **currently we have about 275-300 numbers that were ported over but we are probably only using about 225-250 of them.**
- 55) Are you currently using external paging, with horns or speakers and amplifier of some sort, we would need to know this as it would need sip paging adapter. **no external paging but we do have a phone and faxes that will require an adapter**
- 56) Are you currently using any doorboxes? **No door boxes**
- 57) Do you have an estimate of your monthly usage of talk time, this would be listed on the monthly phone bill as total minutes of inbound and outbound calls? **So presently we do not get billed for time so there is nothing on the bill for usage. When I ran a report for the usage it was about 35-36hrs for the past 30 days.**  
a. **Correction to this it was 35 days 22 hrs 48 mins of talk time used**
- 58) Would you be able to tell me the size of the several or license on your 3cx? Such as a 32pro , or 48 or 64,etc. **As for the size, I know we are allowed sometime between 24-32 simultaneous calls.**
- 59) Will you be keeping more or less the same programming on the phone buttons? **If we end up staying with a 3CX provider we would plan on keeping all of the programming the same.**
- 60) Are you currently using Session border controllers for registering phones at each building? **That doesn't sound familiar. Right now, all the phones are provisioned and registered form our current providers data center. The only equipment they have in our centers is a Ciena device.**
- 61) Do you know if these Ciena devices are owned by you? Or is it something Comcast has put in? **That is owned by the current vendor.**
- 62) In order to reuse the existing Yealink phones, which is no problem, the phones would be needed to manually be defaulted at each phone location from existing setup, this would mean going to 200-250 locations and initiating this process, which would take some time. Is this a cost you would want in the quote or this this something your team would be doing? **This would be something that I can have my team and myself handle**

63) Are you satisfied with the existing 3CX system and would you entertain a new hosted 3CX solution? **So far we have not had any complaints with the 3CX system so we would entertain going with a 3CX provider again**

64) Can you provide your current 3CX license? **OQQB-244K-IG3W-R4SW**

65) Does the organization utilize MS Teams now? If so, what type of MS Teams license do you have? **Yes we utilize Teams and currently it is the Microsoft 365 Business Premium plan**

66) Please specify an exact number of telephone sets required? **This is not possible at this point in time as we are undergoing some remodeling so there might be some changes, that is why we estimate in the RFP with the + or - 10%**

67) Please clarify you are seeking 200+ telephone sets when you only have about 125 staff members. Who are the additional 75 telephone sets for? Will they be assigned to a user or general areas? This can affect the subscription price. **The other phones would be for customer use with no incoming call requirements**

68) Who is the existing SIP trunk provider for the 3CX system? **QSG**

69) How many and what type of SIP trunks are presently in use on the 3CX? **Currently we have 100 seats with a 24 simultaneous calls.**

70) Are the existing 3CX SIP trunks under contract? If so, when does that contract expire? **Contract with QSG is set to expire on 5/25/2025 but our over all contract ends in sept 2025**

71) How many Direct Inward Dial numbers does the organization have on existing trunk account? **Currently every phone on the system has a DID assigned to it**

72) Is it your intention to port those numbers to the new provider? **Yes**

73) Do you know the total number of outbound minutes for the organization in a given billing period? (Can you provide a copy of the invoice?) **The bills we get do not have call lengths as we are not billed for call times. I did run a report and in the past 30 days here is the totals:**

Total:	Calls - 10199	22:50:36	34:23:46:19	35:22:36:55	39,472.83				
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3CX Ltd.

74) How many Yealink T31u sets are there? These are not presently supported by 3CX and should be replaced to remain compatible. **Currently we have about 50-75 of the T31P**

75) Which number below shows the total minutes? **Second to the last column**  
a. **I believe from the research that XX.XX:XX:XX is Days:Hours:Mins:Sec**

- 76) Is your 3CX instance currently installed on a server onsite, or is it hosted? **Currently our 3CX is hosted by our current vendor.**
- 77) Do you have a list of DID Telephone Numbers and Fax Numbers that will need to be ported? **We do have a list of numbers but at this time we are not providing those. They will be provided to the winning vendor.**
- 78) Do you have any overhead paging systems that will need to be integrated, besides the Phoenix Audio system mentioned in the RFP? **No overhead paging systems but we do have intercom set up within the 3CX instance to come out over select phones speakers.**
- 79) Do you have a count of how many of each Yealink handset model you are currently using? **For the purpose of the bid we ask that you do go by the number listed in the RFP. We are currently in the process of redesigning some of our offices so specific counts haven't been figured out yet.**
- 80) The RFP mentions 200-250 phones for 125 staff members. Who uses the other 75-125 phones? **Some staff share multiple phones, while the other phones you asked about are for general public use and or room use. These phones are outgoing only with no voice mail.**
- 81) We are a 3CX dealer, so we can provide a quote for a hosted managed 3CX based solution, or one of our other platforms. Do you have any concerns about continuing using 3CX with a new provider? **We have been pleased with the 3CX service that we are using. The only feature that it lacks that we were used to when we had Comcast or ATT is the ability as an admin to go into the various voicemail boxes and deal with messages. With 3CX we have to either reset the users password upon separation and deal with them that way or reset the PIN and go that route.**
- 82) Do you prefer onsite training, or training via screen share / webmeeting? **If it is with a 3CX system we would be fine with any option, but if it would be something other than 3CX we would prefer onsite training for staff. My techs and myself are fine with screen share/web meetings.**
- 83) Can you please provide the approximate quantity of telephone numbers that will need to be ported? **Currently we probably have about 300-350 numbers that we had ported over from Comcast to 3CX. Since then we have closed an office so not all would need to be ported...we would be looking to port over 200-250 numbers.**
- 84) Of the 5 locations how are they connected today? **Fiber**
- 85) Are you doing L2 or L3 between sites? **Nothing is done locally onsite as most is done in our current vendors data center**
- 86) For the Web Filter are you looking for? **We are looking for either client side or a mix of location and client side. Currently a majority of staff have laptops that they can use**

offsite and when working from home, so we need a means to filter the content that they attempt to access when not connected to the network. A majority of our systems stay in the buildings connected to the network but are Windows Kiosk Mode systems, so there is no authenticated user that can be linked to the systems. We would be open to anything that could accomplish this as long as it is able to be controlled and administered by my IT department. We will be opening up Wi-Fi for customers to use so we will need any devices that they might use be able to be filtered as well.

- 87) Where do applications live that people at these locations need to access? Most of the applications that staff use are either locally installed on their systems (O365) or on other providers networks (all web accessible), like Salesforce and State of Michigan OSMIS system.
- 88) For traffic on the network? The main thing for the network aspect of it is that we need the VoIP to be able to be on its own VLAN and grab an IP from a different IP Scope so as not to run out of IPs as some of our locations currently have over 200+ devices on them. We will need to be able to connect site to site as we have NAS units that we need to back up to our main office.
- 89) Are you wanting cloud management or on premise? Cloud would be the preferred option but it would come down to cost as that will be a primary factor.
- 90) Once you've selected the finalist will they be provided an opportunity to show the technology? Bidders are able to show the technology beforehand if they feel that it might be of some influence in the decision making. As it stands now once all bids are received my team will review everything and then reach out to them for verification on any questions or concerns we might have. Once we have processed all the bids the winner will be selected.
- 91) The RFP states "For the purpose of this quote we will use the quantity of 200-250 phones and about 125 staff members. What are the additional ~100 phones used for? We have general use phones for customers that are outgoing only with no voicemail
- 92) What features are needed on the remaining ~100 phones? The only need to be able to dial out
- 93) Is anything other than dial tone needed for these additional phones? No
- 94) Is voicemail needed for these additional phones?no
- 95) Are the mobile app and desktop app (softphone) needed for these additional phones? No
- 96) Required Features states" Analog to Digital adapters to transition fax machines to the VoIP network to allow for better positioning of fax equipment - 9 fax machines total" Are you also interested in an eFax solution? We might consider it but it all depends on how it is configured and the cost

- 97) What are the requirements for installation staff being onsite? If any hardware comes pre-configured and is plug and play my team can handle that but if there is any configurations that need to be done to the equipment once onsite then we would request someone do the installation and configuration.
- 98) If reusing your telephones, do you require us to provide onsite provisioning of the telephones, or will your IT staff handle that? We would be fine with someone showing us how to provision them and then I can have my team handle it provided we have easy access to staff for support if we run into any issues.
- 99) Do you have a breakdown of phones per site and by model or even just a breakdown quantity per model. I do have a breakdown by site but currently that count doesn't match the RFP numbers, so we are requesting everyone bid use those numbers that were listed in the RFP. For the staff phones we are using Yealink T43u and for the general use customer phones they are T31Ps.
- 100) Are there areas that need just intra-office dialing versus full outbound dialing? There are no phones that are just inter-office only but all of the customer phones are outgoing only with no incoming or voicemail options.
- 101) Would all users require Teams integration, if not, how many would require? For the Teams integration that would only be if your system has that capability, but then it would only be for staff that would need that option.
- 102) I understand the RFP states a 1-year committal however, most providers will be able to lock in better pricing if 36 months. Do you want a 1-year term alone price versus a 3-year term price? Per recent changes to how we process bids we are now required to do 1 year with the option of extending for a 2<sup>nd</sup> and or 3<sup>rd</sup> year term if there are no issues with the system or performance of the vendor. There is a possibility that it would be extended to the full 3-year term would not be able to guarantee a 3-year commitment, but we have never not stayed with a provider for less than 3-5 years (old days I could write 5-year RFPs but now the State limits that for us). You are more than welcome to provide both prices.
- 103) The RFP mentions Comcast SD-WAN and then later it mentions web filtering is done via Fortinet/Forticlient. Could you please confirm if the SD-WAN you are using today is indeed Fortinet? Currently all of the SD-WAN is provided by our current provider and resides in their data center, so I am not sure what is being used for that service.
- 104) Additionally, do you know if this is a fully meshed network or hub and spoke? I believe we are a fully meshed network as each site send out IP traffic from their own center and nothing comes back to the main location.
- 105) Are you happy with the current solution, or are you looking to move to another SD-WAN vendor? We are happy with our current provider and solution, but we are required by law to repost every 3 years. With us taking numerous funding cuts over the past couple years one of the primary factors will be pricing.

- 106) The RFP states that you have 125 employees and 275 phones. Can you explain why there are so many more phones than employees? How many users are there on your current phone system? **We work with customers that are unemployed so we have many phones that people can come in and use to either file for unemployment or look for jobs. Presently there are around 150 employees that use those 125 phones...some staff share phones. In some departments there are 3-5 staff that share 2-3 phones and no one person is assigned to those phones.**
- 107) Do you have any need for transcription of full conversations? **Presently there is no need for this feature**
- 108) Assuming we reuse the phones currently installed, are there any that need to be replaced due to wear and tear or lack of features? **Not that I am aware of. We probably have an additional 50 phones that are sitting in storage...a mix of Yealink T43u and T31p.**
- 109) Are there any features that your current phone system does not provide that you need in the new system? **No, all of the needs should be listed in the RFP. Our present solution meets all of those requirements.**
- 110) Will the current vendor provide access to the existing phone system to export users, user groups, menus, and other system settings? **I currently have access to that as well as all previous LOA documents that the winning bidder will be supplied with.**
- 111) Will we have access to the individual phones to change settings in order to configure them to use the new system? **Yes**
- 112) Do each of your offices have completely independent networks? **All sites traffic goes directly out from their location but with the SD-WAN we are inter-connected so we are able to access systems and devices at the other sites**
- 113) The RFP makes mention of 9 fax machines and analog to digital adapters. Are these devices already in place? If so, do you have the model numbers? **We presently have 9 fax lines buy the current vendor owns the ATA devices and each one controls 2 fax machines, so those will need to be replaced. There is also an ATA that is used for our one conference room phone, but if your system supports that Spider phone using SIP then we also have a networked version of it that can be put into place.**
- 114) The proposal does not specifically mention whether or not MSCWDB needs the phone service for this system. If so, can you specify the number of DID/Phone numbers and phone lines that you currently have? Also, who is the current provider of the phone service. **The current phone system is a 3CX instance provided by QSG. For the VoIP RFP if there is a vendor change the new vendor would need to provide a phone system that meets the needs listed in the RFP. The only exception is we do not require Teams and Outlook integration unless your solution is recommending Teams phones as the solution. For the purpose of the bid, we are asking everyone to use the numbers provided within the RFP so that all are on the same numbers. I cannot provide an exact number as**

we are going thru some staffing changes as well as building redesigns, so the end total still is not known. Presently with our current provider we ported over about 300-350 DID numbers, some we might want to port over to have for future growth.

- 115) Will other vendors' questions be posted to Bidnet? They will not be posted on Bidnet but we will have them posted on our website by the end of next week. <https://www.msc-mw.org/rpf> I have to bill a section for the Q&As to go...they will not be separated out between the two different RFPs as I have had far more vendors reach out this time than 3 years ago.
- 116) What are the location addresses?
- Administration Building, 21885 Dunham Rd, Suite 11, Clinton Twp, MI 48036
  - Clinton Twp Career Center, 43630 Hayes Rd, Suite 100,240 and 250, Clinton Twp, MI 48038
  - Port Huron Career Center, 100 McMorrان Blvd, 6<sup>th</sup> Floor, Port Huron , MI 48060
  - Roseville Career Center, 15950 12 Mile Rd, Suite 100, Roseville, MI 48066
  - Warren Career Center,, 30500 Van Dyke Ave, 4<sup>th</sup> Floor, Warren, MI 48093
- 117) Would you like to see new circuit information and pricing? If so, can you provide desired bandwidth, if different from what is stated in the RFP? The min we are looking for is described in the RFP
- 118) Do you have secondary connections, like LTE today? No
- 119) Can you provide the model in place for the current routers? Currently fiber is run to Ciena devices that are owned by the current vendor
- 120) Does Comcast own the existing **security equipment**; Firewalls on-premise? Only the Ciena devices are onsite, everything else for the SD-WAN, Firewall and Fortinet web filtering is held within the data center of our current provider
- 121) For the Meraki Layer 2 switches, can you provide a quantity per site, and the port count required? We are not looking to replace the switches as part of the RFP
- 122) How are security events handled today? By Comcast or MSCWDB? The current vendor provides security within their data center and we control the security for web and email with 3<sup>rd</sup> party solutions
- 123) Can you please verify the Yealink model number T-31u? Yes that is what is listed in the 3CX Portal
- 124) According to this RFP, the top of page three reads “This system will have to be made to work within the new proposed system.” Please clarify what are “this system” and the “new proposed system”. This was referring to if either RFP was awarded to a

different vendor than current or your proposed systems, we would need to make sure that both are compatible with each other. Once the winning bids are selected then we would hold a meeting for both parties to meet with us to talk out what each side needs and expects from the other.

- 125) Do you expect the new VoIP system installation to coincide with the expiration of your existing contract at the end of September 2025? I believe that if there is a change in vendors that there might be one month of overlap to get everything up and running without leaving us without either internet or phone service.